

Vacancy Announcement



U.S. Embassy Iraq

NUMBER: 10-03

SUBJECT:
Visa Assistant NIV, LES-7

DATE: 01-25-2010

TO: All Interested Candidates

FROM: Human Resources Office

OPENING DATE: January 25, 2010

CLOSING DATE: February 8, 2010

WORK HOURS: Full time; 40 hours/week

BASIC SALARY: 20,305 U.S. dollars per year for a full time LES-7.

POSITION: The U.S. Embassy is seeking an individual to fill the position of **Visa Assistant NIV**. The location of work will be in the **Consular Section** at the U.S. Embassy in Baghdad.

BASIC FUNCTION OF THE POSITION:

The incumbent, under the direct supervision of the senior NIV LE Staff and guidance of Vice Consuls, processes the full range of visas from start to finish including receiving, screening, data entry, printing, quality control checks of printed visas, drafting of cables and passport delivery. Organizes, tracks and files applications, documents and information from a variety of sources (intake counter, DHS, other consular posts, mail, phone calls, and emails) according to U.S. visa law and Baghdad Specific SOPs. Handles controlled visa information and materials. Troubleshoots equipment and processing problems. Provides information to the public in person, and via the telephone and email. Responds promptly to all correspondence. Provides some clerical support including answering the telephone, photocopying and filing of documents. Provides Arabic/English or Kurdish/English interpretation/translation.

QUALIFICATIONS REQUIRED: Each applicant must address each selection criterion detailed below specifically and comprehensively, in addition to submitting a CV/résumé or an OF-612 form.

1. **Education:** Degree from a university or business school.
2. **Prior Work Experience:** At least two years experience in business administration, visa or customer services, or related field is required.
3. **Language Proficiency:** English Level III (Good Working Knowledge) and either Arabic or Kurdish Level IV (Fluent) are required.

4. **Knowledge:** Advanced typing and computer skills are required, as well as a significant understanding of Iraqi and regional geography, society and culture. Must know or be able to learn how visa work relates to the overall U.S. mission in Iraq. Must have an awareness of the political/security situation in Iraq.
5. **Abilities and Skills:** Ability to multi-task and carry out detailed work rapidly, with accuracy and sound judgment. Must be able to apply a large body of regulation to decision-making and to apply good judgment in referring matters to a higher authority. Flexibility in handling varied responsibilities is required. Must be able to learn and use a range of sophisticated application software as well as a current ability to use Microsoft Word and Microsoft Excel and must be able to type 40 words a minute in English or Arabic. Excellent interpersonal skills and the ability to deal with the team and the public under pressure are required. Must be able to work in a growing unit as part of an interactive and largely interdependent team. Ability to communicate with often demanding clients using diplomacy, tact, and sensitivity is required. Concern for, and close attention to, customer service is essential.

Qualified candidates will be tested on their language and typing proficiency

SELECTION PROCESS: When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

- Management will consider nepotism/ conflict of interest, budget and visa status in determining successful candidacy.
- Current employees serving a probationary period are not eligible to apply.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
- Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
- Must be able to obtain and hold a security clearance certification.
- Under PSA-Plus guidelines, non-host country citizens (American and foreign nationals) must have a host country visa status, which will permit them to obtain work.

TO APPLY:

Interested applicants may apply for this position by filling out the U.S. Embassy Baghdad Employment application available at the following link: http://iraq.usembassy.gov/media/pdfs-job-opportunities/application_for_employment1.pdf and emailing it to BaghdadHR@state.gov. Please state in the subject field of the email the position applied for is **Visa Assistant 10-03**.

A current resume or curriculum vitae (CV) that provides the same information will also be accepted, please do not attach photograph, copies of educational/experience certificates or any other documents when applying for this position unless requested.

Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.

DEFINITIONS:

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFGs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

**Closing Date for this Position is
February 8, 2010**

The US Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

Approved: HRO/KDM
Cleared: FMO/SLC
Drafted: HRA/JCG